	REQUEST FOR PROPOSALS (RFP) Amendment		ARIZONA DEPARTMENT OF HEALTH SERVICES 1740 West Adams, Room 303 Phoenix, Arizona 85007 (602) 542-1040 (602) 542-1741 FAX
	RFP No.: HP754259	Amendment No.: 2	Procurement Specialist: Elizabeth Casteel

<u>FAMILY RESOURCE COORDINATION PROGRAM</u>
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Proposals Due Date: May 21, 2007, 3:00P.M. Local Time

A signed copy of this amendment must be submitted with your RFP Response. This RFP is amended as follows:

1. Amendment 1 is deleted in its entirety and replaced with Amendment 2.
2. Special Instructions to Offerors, Page 9, Item 2.C is modified as follows:

Copy of Uniform Terms and Conditions and Special Terms and Conditions
3. Special Instructions to Offerors, Page 9, Item 2.E, add the following:

vi. Description of geographic area to be served.
4. Special Instructions, Page 9, Item 2.H. is revised to read:


Completed Price Sheet – Offeror shall provide a Unit Rate in the space provided on the Price Sheet, page 35.
5. Page 27, OBJECTIVE, is deleted in its entirety and replace with the following:

Provide Family Resource Coordination (FRC) in the geographical area described by the contractor in the response to the RFP. FRC will assist children, youth, and families with eligible medical, behavioral, and/or developmental delays in accessing and/or receiving comprehensive service delivery.

(cont'd)

All other provisions shall remain unchanged.

Vendor hereby acknowledges receipt and acceptance of above amendment and that a signed copy must be filed with the Procurement Office before the effective date.	The above referenced Contract Amendment is hereby executed this _____ day of _____, 2007 at Phoenix, Arizona
Signature / Date	Procurement Officer:
Authorized Signatory's Name and Title:	
Contractor's Name:	

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6. To Page 28, B. SERVICES TO MEMBERS, add the following task 18:

18. Provide Family Resource Coordination services in the geographical area described by the contractor in the response to the RFP.

7. To Scope of Services, Page 28, Item A.6, Paragraph 1, add:

Contractors shall submit an exception request for ADHS approval prior to assigning additional staff providing forty (40) hours of Family Resource Coordination services less than forty (40) members.

8. Scope of Services, Page 31, Paragraph C.10.a. Invoice Forms is deleted and replaced with the following:

a. Invoice Forms –

Family Resource Coordination Detail Sheet

Direct Care Services Detail Report

Monthly Billing Invoice (IMPORTANT NOTE - this document must also be mailed to ADHS with an original signature)

Questions and Answers:

- **Q:** Regarding Uniform Instructions to Offerors, page 7, Item E.2, are prompt payment discounts mandatory? And if they are given, is it correct that they will be applied to the Price Sheet during Evaluation?

A: Prompt payment discounts are not mandatory. They will be applied to the Price Sheet for evaluation, if they are given.
- **Q:** Regarding Special Terms and Conditions, Page 20, Paragraph 6, Licenses, are licenses to be required for administrative staff?


A: If any license is required by local, state or federal law, it will be required for the contract.
- **Q:** Regarding Scope of Work, Page 28, Section A.7, are Offerors required to have someone on-call for this purpose?

A: It is up to the Offeror how to meet this requirement.
- **Q:** Can the Contractor differentiate between family “needs” and family “desires”?

A: The ADHS Program Manager will differentiate between family needs and family desires.
- **Q:** Can hospital Progress Notes be used for the Contact notes?

A: No, contact notes must be completed on the ADHS Family Contact/Progress Notes form provided by ADHS (Scope of Work, Page 29, Item B.5, Paragraph 3).
- **Q:** Is the Roster of Active Families available through ADHS?

A: The Roster of Active Members form is provided by ADHS. It is the responsibility of the Contractor to maintain the information in the form. (Scope of Work, Page 30, Item 16)
- **Q:** How often do Contact notes need to be submitted?

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A: The Family Contact/Progress Notes form can be submitted as needed to document any request for approval from ADHS, and shall be submitted with the TBI/SCI/CYSHCN Monthly Billing and Invoice Packet thirty (30) days following the end of the month in which services are provided. (Scope of Work, Page 29, item B.5, Paragraph 3 and Page 33, VIII G).

- **Q:** Regarding Scope of Work, Page 31, Item C.4, is this something new?

A: No, it simply has not been addressed before. Because the Governor's Office facilitates this event, ADHS is not aware of prospective locations. Information about the Round Table can be found at <http://www.azheadspine.org/index.asp>.

- **Q:** Will the Contractor be responsible for reproducing and providing brochures and educational materials? Are they being updated?

A: No, ADHS will provide them. (See Scope of Work, Page 31, Item C.7) The materials are currently being updated.

- **Q:** Is there a signature page required to be sent with the monthly billing invoice?

A: Yes, in addition to submission of the electronic Monthly Billing Invoice, a printed copy of the Monthly Billing Invoice with original signature must be mailed to ADHS. (See Scope of Work, Page 31, Item C.10.a)

- **Q:** Is the Business Continuity and Recovery Plan indicated in the Scope of Work, Page 32, Item C.11 required to be included with the Proposal?

A: No, the Plan will need to be submitted after award in accordance with Scope of Work, Page 34, Paragraph VIII. Deliverables, Item Q.

- **Q:** Scope of Work, page 33, Item VII. C. requires approval from ADHS for the Offeror's Internal Policy and Procedure Manual. Does ADHS want to see the whole Manual, or only the parts related to this Program?

A: Scope of Work, page 33, Item VII. C refers to the requirement in Scope of Work, Page 31, Item C.9, which requires the Contractor to develop an Internal Policy and Procedure Manual for Family Resource Coordination Program Implementation and submit to ADHS for approval.

- **Q:** What is the expected turn-around time for getting approval for DCS from ADHS?


A: It is expected to be quick, about three (3) to five (5) days. If it is an emergency, it may be within twenty-four (24) hours.

- **Q:** Does ADHS need to give prior approval for use of a DCS subcontractor?

A: Services to be provided by a DCS subcontractor must be requested by the Contractor on the Request for Authorization of Direct Care Services form found in Chapter 2 of the Policies and Procedures Manual. This request must then be approved by the ADHS Program Manager prior to provision of the service. See Scope of Work, Page 30, Paragraph 10.


- **Q:** Regarding DCS, ADHS is a last resort, correct? Also, is the Contractor to be capable of DCS?

A: Yes, ADHS should be the last resort for funding of DCS. The Contractor does not have to be able to

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provide Direct Care Service, but shall arrange for allowable DCS as outlined in Chapter 2.7 of the FRCPPM.

- **Q:** What is the expected turnaround time for reimbursement?
A: From when the time the Program receives the invoice, barring any errors in the invoice, payment should be made within thirty (30) days. See Uniform Terms and Conditions, Page 14, Paragraph 4.1.
- **Q:** Regarding the Price Sheet, does ADHS want a budget breakout?
A: No, just one Unit Rate that is inclusive of all costs of providing services, with the exception of Mileage and DCS.
- **Q:** Are Family Resource Coordinators to be billed hourly?
A: Family Resource Coordinator services are to be billed hourly, in 1/4 hour increments.
- **Q:** Will trainings be eligible expenses to charge Mileage for?
A: Yes, where prior ADHS approval was given for the training.
- **Q:** Regarding the Policies and Procedures Manual, Item 2.7.1.J, Household Expenses, does that include household modifications?
A: No.
- **Q:** The Policy and Procedure forms are quite small on the website and so are hard to read.
A: The forms had to be shrunk to fit into the PDF format required for posting to the website. Use the + button to increase the size making them easier to read.
- **Q:** What is the average length of time a child remains in this service? Could it be for their entire childhood, or do the transition out when they are linked to appropriate community resources? If they "drop" the service can they be re-enrolled?
A: The amount of time a client spends in the program varies with the clients and their needs. Age limits and re-enrollments are discussed in Chapters 1, 2 and 4 of the Policies and Procedures Manual.
- **Q:** I am still confused in regard to the expectations and RFP requirements surrounding Direct Care Services as they relate to Family Resource Coordination Program.
A: During the development of the ISP, the desire/need for Direct Care Services (see FRCPPM, 2.7) may be expressed. The Contractor shall prepare a Request for Authorization of Direct Care Services form provided by ADHS, which includes the services requested and the rate the Contractor's provider will charge for the services. If approved by ADHS, the Contractor ensures the services are provided, and is reimbursed at the rate approved by ADHS. If not approved, Contractor will not be reimbursed if DCS are provided.
- **Q:** What is the approximate number of clients in Pima County? How many billable hours in my County were there?
A: For more helpful statistics, Offerors may cut and paste the following web addresses into their browsers:

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<http://www.azdhs.gov/phs/ocshcn/index.htm>

<http://www.azdhs.gov/phs/oscshcn/family-resource-coordination-manual.htm>

- **Q:** Who are the current providers?

A: The current providers are as listed below:

HUMMINGBIRD EARLY INTERVENTION SVCS LLC
BLAKE FOUNDATION
REM-ARIZONA REHABILITATION INC
COCONINO COUNTY DEPARTMENT OF PUBLIC HEALTH
YUMA REGIONAL MEDICAL CENTER
YAVAPAI COUNTY HEALTH DEPARTMENT
GILA COUNTY ASSOCIATION FOR RETARDED CITIZENS
CATHOLIC HEALTHCARE WEST ARIZONA
NORTHLAND THERAPY SERVICES INC

- **Q:** What is the State mileage rate?

A: The State mileage rate is currently 44.5 cents per mile, but can be changed. Currently, you can find it at <http://www.gao.state.az.us/travel/>.